

PROFESSIONAL SKILLS

- Customer Service
- Customer Relationship Management
- Inbound & Outbound Support
- Account Servicing
- Customer Issue Resolution
- Payment Verification
- Data Entry
- Administrative Support

STRENGTHS

- Communication
- Adaptability
- Problem-Solving
- Attention to Detail
- Time Management
- Willingness to Learn

CURRENTLY LEARNING

Growing interests, not expert claims.

- Website Development & Design
- AI Tools & AI-Assisted Workflows
- Digital Productivity Tools

EDUCATION

2021 – 2026
Bachelor's Degree
Batangas State University – TNEU, Batangas

2019 – 2021
Senior High School — HUMSS
Pantalan Senior High School, Nasugbu, Batangas

Roanne Xyril *Buenaventura*

Customer Experience Professional · Aspiring Web Creator

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> Customer experience professional with 3+ years in customer service and BPO operations, supporting international banking and telecommunications clients. Skilled in account servicing, payment verification, CRM management, and calm, clear communication. Currently learning web development and AI tools, and recently built and launched my own portfolio website.

Experience

Associate — Customer Care Voice
Jul 2026 – Present

Genpact Philippines · BMO Banking Account

- Handle voice-based customer care for a major North American banking client.
- Assist with account servicing, transaction support, and payment verification.
- Maintain accurate customer account information.
- Follow company policies and service-level targets.

Customer Service Representative
Aug 2025 – Jan 2026

Alorica Teleservices, Inc. · US Telecommunications Account

- Handled inbound and outbound calls, emails, and live chats.
- Managed CRM data entry, case tracking, and account updates.
- Met accuracy and resolution targets.

Award: **Certificate of Excellence — Most Improved Trainee, September 2025**

Outbound Sales Representative
May 2025 – Aug 2025

Divertex Telecommunication Services

- Conducted outbound sales calls.
- Maintained contact lists.
- Prepared daily activity reports.

Waiter
May 2022 – Jan 2024

Pico De Loro Beach and Country Club · Nasugbu, Batangas

- Delivered premium customer service in a high-end resort.
- Resolved guest concerns professionally.
- Worked effectively under pressure.

Project

Personal Portfolio Website
Nov 2026

xybuilds.com · built with AI-assisted development

- Designed and launched a responsive personal website with light/dark mode and a guided chat assistant.
- Connected GitHub, Vercel, and a Neon database; contact form messages are saved and emailed automatically.

Certifications

Certificate of Excellence — Most Improved Trainee in PST — Sep 2025
Alorica Teleservices

Training Graduate — Learning & Development Program — Aug 2025
Alorica Teleservices

Certificate of Completion — Outbound Sales Training — Jun 2025
Divertex Telecommunications